



Wetzel County Chamber of Commerce

Citizens Working Together For Better Communities

July 18, 2017

FCC Commissioner Mignon Clyburn

RE: Broadband Survey Data for Wetzel & Tyler Co WV

Dear Commissioner Clyburn:

As with most rural areas, the need for reliable broadband is most crucial. Not only do we rely on this service for emergency use but also for our everyday lives including children's school assignments, online banking, as an alternative to having landline telephones, and for business functions.

Due to the overwhelming need in this area, the Wetzel County Chamber of Commerce performed a short broadband needs survey for the Wetzel County and Tyler County WV as well as Monroe County Ohio areas. Please find attached the results of the survey. Many participants included detailed descriptions of how the lack of connectivity affects their everyday lives, resources and employment.

Thank you for looking into solutions for the lack of reliable or complete lack of this type of service in our area. Please contact the Chamber at 304-455-3825 if we can assist with any future surveys, etc. or if you have any questions.

Sincerely,

Sharon Thomas
Executive Director

Name:	Email:	City / Town:	State:	Is there a lack of broadband service in your area? Y/ N	Items you don't have available service or service is unreliable: Cell Phone / Internet / television	Are you a: Resident / Business / Nonprofit Organization
		Middlebourne (city limits)	WV	Yes	Internet	Resident
		Elk Fork Road	WV	Yes	Cell phone, Internet	Resident
		Middlebourne and New Martinsville	WV		Cell phone, Internet	Resident, Business
		New Martinsville	WV	Yes	Cell phone, Internet	Resident, Business
		Sistersville	WV	Yes, No	Cell phone, Internet	Resident, Business
		Wileyville	WV	Yes	Cell phone, Internet	Resident
		Pine Grove	WV	Yes	Cell Phone, Internet, Television	Resident
					Cell Phone	Resident
		Folsom	WV	Yes	Cell Phone, Internet	Resident
		American Ridge, New Martinsville	WV	Yes	Internet	Resident
		Jacksonburg	WV	Yes	Cell Phone, Internet	Resident
		Friendly	WV	Yes	Cell Phone, Internet	Resident
		Pine Grove / North Fork	WV	Yes	Cell Phone, Internet	Resident
		Jacksonburg	WV	Yes	Internet	Resident
		New Martinsville	WV	Yes	Cell Phone, Internet	Resident
		Alma	WV	Yes	Cell Phone, Internet	Resident
		Proctor	WV	Yes	Cell Phone, Internet, Television	Resident
		Proctor / St. Joseph Rd.	WV	Yes	Cell Phone, Internet	Resident
		Wileyville	WV	Yes	Cell Phone, Internet	Resident
		Porter's Falls	WV	Yes	Internet	Resident
		Sistersville	WV	Yes	Cell Phone, Internet	Nonprofit Organization
		Folsom	WV	Yes	Cell Phone, Internet	Resident
		Burton	WV	Yes	Cell Phone, Internet	Resident
		Friendly	WV	Yes	Cell Phone, Internet, Television	Resident

1a

name of Buisness or nonprofit organization (Optional)	Free Wi-Fi available in your area? Y/N	If have free Wi-Fi access, how far must you travel to access ?	Do you have a landline telephone at your location? Y/N	Lack of connectivity affected you personally?	How has the lack of connectivity affected your business or organization?
	No	It may be available. I don't know if and where it is.	No	We have several outages and very slow connection speeds. We have been told we cannot upgrade the speed of our service because there are no ports available.	
	Yes	I have wi-fi at home via Frontier Communication. However, the service is very slow and undependable.	yes	Lack of dependable and speedy internet makes it difficult to communicate via social media, email or to seek information from the internet due to the amount of time for pages to load.	
Miller Heating	Yes		Yes	Makes me frustrated and angry	Unable to get my work done in a timely manner another example of paying top dollar for sub-par service.
Yeater Boer Goat Farm	Yes	20 miles	Yes	It is very frustrating when your daughter needs to do something for school work and there is no internet because the project needs to be done on the internet. I am also on call for child protective services internet and lack of service is difficult to do my job in efficient manner...sometimes it could mean life or death.	
	No	No clue	yes	It has helped me sleep better. Rotten and intermittent service means that I simply give up and get more rest.	Well, to be honest, it has helped me productivity. By not being able to stream videos or play games online. I am forced to do work. Does anyone actually read these comments?
	No	40 miles	Yes	My children are not even able to do homework by getting on internet most nights. I'm not able to check email due to connectivity problems or browse the internet.	
	No	Never heard of free wi-fi	yes	Like living in the past. Kids have trouble completing school assignments. Not able to always access internet for online shopping. Land line phone service only works part time and has background noise. All thanks to Frontier who has monopoly on this area.	
	No	Unknown	Yes	Not at all along the river front. Out in the county I loose service.	
	No	20 + miles	No	It takes forever to load pages and open browsers. Almost impossible to watch Netflix or the similar without an interruption to buffer.	
	No	None Available	Yes	Order prescription online, internet has become spotty. Pay Frontier \$45 a month and supposed to be reliable but has become unreliable. Also do on line banking.	
	No		Yes	Internet is so slow even for just 1 thing connected. Didn't get stuff for jobs etc.	
	No	20 miles	Yes	Very frustrating	
	No	none	Yes	I assist veterans with obtaining benefits from the federal government. The wi-fi drops so often, it's nearly impossible to complete a claim in a timely manner and is extremely frustrating! Also, not having cell service from Pine Grove to New Martinsville and to Clarksburg is infuriating!	It is nearly impossible to complete a simple phone call due to the haphazard service. We do not live in a third world country! This is America! We should have better technological service that we have at this point in time!
	No		No	It's ridiculous we pay for high speed internet but don't receive high speed internet. The internet is so slow I can't even download stuff.	
	Yes	10 miles	Yes	I am a college student and it affects my ability and efficiency to get my work done.	
	No	not sure 15 miles	Yes	School children need internet for school work	
	No		No	It has forced me to pay outrageous prices for poor cell phone internet services. I often lose my signal and this makes streaming any music or video very difficult, along with load any website or using any app on my phone. Doing anything online is often rather frustrating.	
	No	No free wi-fi	No	I have frontier internet at the moment. When it goes out which is often I have no way of communication.	
	No	30 mins away	Yes	It has caused my online school work to not want to load, certain pages and programs and even downloads are extremely slow	
	Yes	10 miles to New Martinsville	Yes	It is hard for my children to complete assignments/projects for high school and college when the internet is not working or slow. Also, the crappy communication on landline phones makes it difficult to check on my elderly father who lives alone in a rural area. We have services through Frontier and are not impressed.	
County Development Authority	No		yes		Lack of service / adequate service makes it difficult to impossible to recruit off-site / back office / telecommuting business and individuals to our service area.
	No	20 miles	yes	Employer communicates via text frequently. I miss out of much information.	
	Yes	15 miles	yes	Slow Internet has caused me to not be able to enjoy programming that others enjoy. My children are in Kindergarten and 1st Grade, and I believe that the inadequate internet in the area will hamper their learning in the future. Also, the lack of cell phone coverage concerns me when I'm further than shouting distance from my house in case of an emergency.	
	No	30 miles	No	I'm trying to finish my online degree program and its nearly impossible.	

		Shirley	WV	Yes	Cell Phone, Internet, Television	Resident
		New Martinsville	WV	Yes	Cell Phone, Internet, Television	Resident
		New Martinsville	WV	Yes	Internet	Resident
		Friendly / Sistersville Little	WV	Yes	Cell Phone, Internet, Television	Resident / Nonprofit Organization
		Reader	WV	Yes	Cell Phone, Internet, Television	Business
		Wileyville	WV	Yes	Cell Phone, Internet	Resident
		Middlebourne	WV	Yes	Cell Phone, Internet, Television	Resident
		Littleton	WV	Yes	Cell Phone, Internet	Resident
		Next Road, Sistersville	WV	Yes	Cell Phone, Internet	Resident
		Pine Grove	WV	Yes	Cell Phone, Internet	Resident
		Folsom	WV	Yes	Cell Phone	Resident
		Jacksonburg	WV	Yes	Cell Phone, Internet	Resident
		Folsom	WV	Yes	Cell Phone, Internet	Resident
		Reader	WV	Yes	Cell Phone, Internet	Resident
		New Martinsville	WV	Yes	Cell Phone, Internet	Resident
		Shiloh	WV	Yes	Cell Phone, Internet, Television	Resident
		New Matamoras	OH	Yes	Internet, Television	Resident
		Willow Fork Rd / Sistersville	WV	Yes	Cell Phone, Internet, Television	Resident
		New Martinsville	WV	No	Cell Phone, Internet	Resident
		Pine Grove	WV	Yes	Cell Phone, Internet, Television	Resident

2a

	No	To the nearest town	yes	My daughter lives out of state trying to talk with her online I can only do once a month which is heartbreaking. I have to rely on satellite internet which costs me so much money and I still don't have reliable service	
	No		yes		
	No	2 miles	No		
Tyler Rod & Gun Club	No	Probably 30 miles or so	No	I would like to take online classes but that's not feasible where we live.	I am the secretary at the gun club and my husband is the president. We are unable to use a computer to update our scores like other clubs and my husband is the president. We are unable to use a computer to update our scores like other clubs and it hinders our ability to sign up shooters and puts us at a disadvantage.
Wetzel County PDS No. 1	No		yes		Ability to do online paperwork with State agencies in a time frame required. Look for needed items and parts for the system and order E-Mail
	No	16-18 miles	yes	It has taken up to 1-2 weeks at times to receive posts. Pictures at times never load. It can get very upsetting to try to connect with family and friends.	
	No		No	Frontier lost the established 60yr old telephone line to the properties here, and has been unable to locate the links since Sept 2013. The lost established lines/links means there is no Internet nor Home Phone Service Provider to my area any longer. Cell Phone service not available to my area. I have lost neighbors due to lack of obtaining speedy medical treatments due to no one able to make swift contact to notify emergency EMT Squad that help was needed.	
	No	30 minutes	Yes	Issues communicating for work and personal reasons.	
	No	10 miles	yes	Yes because I have an child in school.	
	No	I don't have it that I know of	yes	Yes, our lines lay in the tree tops and some places are tied up with nylon rope holding them... can send pictures if need too Was told I needed to move my house down the road 2 miles if I wanted Frontiers service	
	No		yes	Yes - it goes out periodically for no reason and takes hours to fix - you have to drive 15 miles either direction for a cell signal just to be able to call and report the problem	
	No	I have Wi-Fi in my home when the internet is	Yes		
	No	20 miles	Yes	My daughter and I are both in college online and our internet is never working.	
	No		yes	I am on call for work as is my husband and we frequently communicate with our employers via text message. If the internet is out we have very limited cell phone service. Our internet is out daily at some point or another. We pay bills and do almost all our business online and the frequent outages have made that very difficult. We have only one option for internet as well as cell phone providers. Anyone who doesn't have Verizon cannot use cell phone service in our area without Wi-Fi. We continue to pay for a landline phone in addition to our cell phones due to the low quality of internet service that affects our cell phones. When the internet isn't "down" it's very slow but yet we pay for high speed service.	
	No		No	Unable to connect to family at times. Could be very troublesome if I need emergency assistance	
	No		yes	Sometimes the landline phone will be out for a week and I don't have access to a cell phone because there is little or no service here. I have satellite internet (Exede) if I really need to email someone, but I can't email 911 if I have an emergency.	
	No	North to New Martinsville, WV or south to Marietta, OH. It is offered at our local public library but it is not secure.	No	I actually have HughesNet internet at home however it is the only one available to me as I do live out in the country. It is very expensive but I have no choice if I want internet service at home.	
	No		No	I am very close to 3 different towns but no broadband service. The only Internet that is available to me is satellite internet which is very expensive and there are caps on how much you can use before it is slowed down. You can't use any services like Netflix or use a smart TV because of the amount of service they give you with satellite. I rely on data through my cell phone to connect to the internet and service in my area is sometimes poor.	
	Yes	15 minutes	No	Get bumped off constantly.	
	No	20 miles	yes	Have to pay too much for satellite.	

2b

		New Martinsville / Maud	WV	Yes	Cell Phone, Internet, Television	Resident
		Jacksonburg	WV	Yes	Cell Phone, Internet, Television	Resident / Business
		Middle Island Road	WV	yes	Cell Phone, Internet, Television	Resident
		Wileyville	WV	yes	Cell Phone, Internet	Resident
		New Martinsville	WV	Yes	Cell Phone, Internet	Resident
		New Martinsville	WV	yes	Cell Phone, Internet	Resident
		Pine Grove	WV	Yes	Internet	Resident
		Doolin Run Road	WV	Yes	Cell Phone, Internet, Television	Resident
		New Martinsville	WV	yes	Cell Phone, Internet	Resident
		Jacksonburg	WV	Yes	Cell Phone	Resident
		Wileyville	WV	yes	Cell Phone, Internet	Resident
		Hannibal	OH	Yes	Internet	Resident
		Porters Falls	WV	yes	Cell Phone, Internet	Resident
		Clarrington	OH	Yes	Internet	Resident
		Shirley	WV	yes	Cell Phone, Internet	Resident
		Miller Run Road	WV	yes	cell phone, Internet	Resident
		New Martinsville	WV	yes	cell Phone, Internet	Resident
		Sistersville	WV	yes	Cell Phone, Internet, Television	Resident
		Proctor	WV	yes	cell phone, Internet	Resident

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				The frustration my husband and I experience is unbelievable. I have taken a half hour nap while waiting for a page to load. Netflix and On Demand for the tv will not begin to work. When I call Frontier to complain about the speed I should be getting with the broadband they say everything is working fine and I have the max speed for my area. I am paying for the max speed but I don't receive what I am paying for. They keep saying that they are going to upgrade the service, but that just seems like idle talk and unkept promises. If it rains, the connection is even worse. We are approximately two miles from where the signal comes from. There is absolutely no cell phone service where we live. I would like nothing better than to move away from this area and become part of a modern world. (! couldn't even submit this form from where we live! I had to do it from my daughter's in town!)	
	No	12 miles. The closest free wi-fi in town	yes		
up Martyn Service Inc. Ja and M	No	25 to 30 miles	yes	Everything is on line and you cant do anything out here.	ATM, debit / credit card machine is out of service all the time they lose money daily because of this.
	Yes	2 miles	No	I have an elderly mother she has a hard time getting in touch with me.	
	No	Would have to drive 30 minutes to use it at McDonald's	yes	I am unable to attend online college courses because my internet is broke more than it works. They keep saying we need the new fiberglass service in our area, but keep pushing back when this will actually happen. Frontier has gave us 5 brand new modem boxes for our home in the last 6 years stating that may help & it doesn't change a thing. Really tired of contacting customer service every couple weeks & them not helping with this issue. Can't even see a simple picture online most of the time & never have been able to watch any form of video.	
	No	7 miles	yes	Not being able to keep up with anything on the internet...can't do continuing education for work...can't pay bills online...very frustrating!	
	Yes	12 miles	yes	Unable to often retrieve e-mails, receive text messages, make it hard to download any important information.	
	No	Don't know for sure if there is any.	yes	It goes off a lot of times. If it rains, no internet if the wind blows no internet. If I move to another room in my house same thing.	
	Yes	2.6 miles round trip	yes	It's annoying if you're trying to access online banking. Suddenlink is not as bad as Frontier was. If it was humid, raining or windy the Internet was always down. Now it's just lagging.	
	no	8.5 miles to McDonald's in New Martinsville	yes	Yes. Was not able to communicate when landline phones were out of service. Internet service was so bad we had to go to satellite internet for service. Have been waiting for Frontier to update lines for broadband. To date nothing done in our area. No cell service at all at my residence. Live on Turkey Run Rd in Wetzel county. 7.5 miles from New Martinsville.	
on 5 internet but cell service is in our area. Frontier service is just terrible. I no longer have use Hughesnet for my and internet service, due to the unreliable service.	Yes	at home or about 6 miles to local library	No		
	No	We have to travel 20 miles	Yes	We have spent thousands of dollars on a company that claims to have great internet, however, most of the time we have no internet!	
	Yes	2 plus miles	no	It is very frustrating that with the technology available today that I cannot get better service at my home. AT&T is the only game in town in my part of Hannibal and the service is beyond terrible and way too expensive for what I am getting. My service is currently \$51 per month and it is no faster than dial-up, when it works at all.	
	No	10 miles to New Martinsville	yes		
	No	20 minutes to McDonald's	No	Can not do the things I need for my business and can not anything on the internet.	
	No		yes	yes	
	No	not applicable as we do not have free wi-fi	Yes	I had to refuse a job because the job required reliable access to the internet for getting information and making reports. If there is an auto accident in this area we cannot report it or call 911.	
	yes	10-15 miles	yes	No reliable cell phone or internet service where I live has affected my work and school. I have taken classes online and my internet service has frequent down time that interrupts my work. I'm also a nurse and am on call on certain weekends and don't have reliable cell phone service where I live to receive calls.	
	yes	4 miles to Sistersville Public Library but they are not open very many hours	yes	Our landline comes as goes. Same as the Internet service. It's spotty at best. We can't get cable TV. We have DirecTV (which I can't receive local channels) so I had to get DishTV for the locals. Our internet is with Frontier and it's just above dialup.	Well my youngest son moved to Portland, Oregon because every time he would try to run a program it would shut off and he would have to start again. He worked for a company out of California but had to quit that job as well because of unreliable service and poor speed. We can't get Netflix because all we do is buffer
	no	1 mile	yes	yes	

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		Clarington	OH	yes	Internet	Resident
		Smithfield	WV	yes	Cell Phone, Internet	Resident
		Friendly	WV	yes	Cell phone, internet	Resident
		Elk Fork Road	WV	yes	Cell phone, internet	Resident
		Middlebourne	WV	yes	cell phone, internet	resident
		Friendly	WV	yes	Internet	resident
		New Martinsville	WV	No	Internet, Television	Business
		Middlebourne / Elk Fork	WV	yes	Cell phone, internet	Resident / Business
		Middlebourne	WV	yes	cell phone	Resident
		New Martinsville	WV	yes	cell phone, Internet	Resident
		New Martinsville	WV	yes	Internet	Business
		Mobley	WV	yes	Cell Phone, Internet	Resident
		Sistersville	WV	yes	Internet, Television	Resident
		Wileyville	WV	yes	cell phone, internet	Resident
		New Martinsville	WV	yes	cell phone, internet	resident
		Pine Grove	WV	yes	cell phone, internet	Resident / Business / Nonprofit Organization
		New Matamoras	OH	yes	cell phone, internet	Resident
			WV	yes	Internet, Television	Resident

	no	15 miles	no	It severely affects us by not allowing my children to be able to use the online learning programs their school provided for them to improve their skills. It also prohibits myself to complete work/college classes for my second degree. It's very frustrating to have to use my cell phone to use the internet for everything and to go over my data causing us to increase our data and cell phone bill.	
	no	no	yes	I live too far from the main box so had an adrenal line on my line. I guess it helps take noise out of the line so the signal can travel farther. I'm told that they no longer getting them in at Frontier and mine broke so now my internet is even worse than it was before.	
	yes	15 miles	yes	Everyday communication with the rest of 2017 is virtually non-existent. Each day I feel further and further removed from the rest of the world. Youtube, Netflix, Skype, all forms of social media, online gaming, and other "modern" features of the internet are foreign to me as a result of limited to no internet connectivity.	
	no	15 miles	yes	Need to get more dependable coverage so we have some type of communication when power and/or landlines are out. My own immediate family has several members with health conditions that are life threatening and not having any phone service is frightening!	
	no	17 miles	yes	Service is too unreliable to take online classes.	
	no	15 miles	no		
's Certified Auto Repair LLC	No		yes	Unable to do research, ect	Unable to connect to necessary online programs needed to perform everyday duties in our line of work. Very irritatin that internet service are very sporadic.
Customs (custom metal work)	yes / no	Only if I travel a half an hr to New Martinsville	yes	I have a landline but there is a few mile area that looses phone every single time it rains and Frontier keeps saying it isn't their problem or their fault	My husband uses the internet for the majority of his business but when the internet is out he either has to make the half hour trip to town so he can connect to inter st or hope and pray that our landline phone is working and alot of the times, it isn't!
	no	18 miles	yes	we pay for Netflix and Amazon prime to stream movies. Sometimes it isn't fast enough to do so, and when it is working we wait a lot for buffering.	My wife works from home, and when the Internet is down or slow she has to travel 15 miles to work at a friends house.
	yes	30 minutes in to town for free wi-fi	yes	The phonee line is unpredictable and service goes out often. There is no cell service at my home, so when the phone is out, there is no way to contact anyone in an emergency. The last time I called to have the phone line restored, they gave me an estimated "fix date" 9 days from the date I called. It is unsafe.	As a resident, I have been with out phone several times. I am also on call for my job, therefor, I have not been able to receive calls from work when needed to make decisions. If there were an emergency, I would have no way of calling for help.
RE Walk-In Medical Center. It benefit our business to have and internet as our electronic al records system is 100% internet based	No	4 miles	yes		It has extended our patient wait times, as it takes longer to chart in the medical record since it is internet based.
	no		no	our tv watching is thru Wi-Fi. we rarely have a strong enough signal to download a movie or watch a show period. the signal strength goes up and down constantly.	
	no	at least 15 miles, usually 20	yes	It is virtually impossible for me to complete my homework for my college classes. u have to go to another location to attend my live online classes because the internet is out so much and when it is on it is too slow for me to connect. It is difficult for me to use online bill pay because off the connectivity issues.	
	no		no	I am unable to do certain things dealing with work because of lack of broadband	
	Yes	6 miles	yes	My internet don't work most of the time. I have no cell service at my house. I do have a booster but it only works when the internet works.	I can't contact my employees that only have cell phones. Because lack of internet due to no cell service without internet
	no	40 minutes	no	I am forced to pay high cost for a limited amount of internet GB/data. Where other high speed internet providers, such as; cable, broadband or DSL offer reasonably priced packages for unlimited high speed data. We moved to this area about 17 years ago and have consistently been lied to about getting high speed internet in our area. For example, AT&T has been promising us that DSL would be coming to our area, but has never happened. You would think 17 years would be enough time to make upgrades or expand coverage areas. Satellite internet is available in my area, but it is slow/lags, unreliable and expensive. Cable is not available in my area. DSL is not available in my area. I have tried for several years to get Broadband service through GMN Broadband and almost 2 years to get Broadband service with WV Hotspot without success. As far as television options, satellite companies, such as; Direct TV and Dish Network consistently jack your bill around making it impossible for people on a budget to be able to afford it. Not having these other high speed internet options has limited our household in regards to business, education, entertainment and has placed financial restraints on our lives. The biggest disadvantage to my household from the lack of dependable, unlimited	
	no	n/a	yes	It has made running my two businesses incredibly difficult.	

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		Wileyville	WV	yes	cell phone, internet	Resident
		Friendly	WV	yes	cell phone, internet, television	Resident
		Wetzel Co. Pine Grove	WV	yes	Cell Phone, Internet, Television	Resident
		Porter Falls	WV	yes	cell phone, internet	Resident
		Reader	WV	yes	internet	Resident
		Paden City	WV	yes	cell phone, internet	Resident
		Wileyville	WV	yes	cell phone, internet	Resident
		New Martinsville	WV	yes	cell phone, internet	Resident
		Smithfield	WV	yes	internet	Resident
		Clarrington	OH	yes	Internet, Television	Resident
		Pine Grove	WV	yes	Cell Phone, Internet, Television	Resident
		Alma	WV	yes	cell phone	Resident
		Reader	WV	yes	cell phone, internet	Resident
		Sardis	OH	yes	cell phone, internet	Resident
		Clarrington	OH	yes	Cell Phone, Internet, Television	Resident
		Smithfield	WV	yes	cell phone, internet	Resident
		Powhatan Point Monroe Co.	OH	yes	internet	Resident
		New Martinsville	WV	yes	cell phone, internet	Resident
		Paden City	WV	yes	internet	Resident
		5 miles from New Martinsville	WV	yes	internet	Resident
		Middlebourne	WV	yes	internet	Resident
		Proctor	WV	yes	cell phone, internet	Resident
		Wileyville Wetzel Co	WV	yes	cell phone, internet	Resident
		New Martinsville	WV	yes	cell phone, internet	Resident

	no	n/a	yes	Cannot get reliable high-speed even though I pay for it through Frontier. Because of reliability issue my family cannot do remote work for their jobs.	
	no	I don't have free WiFi.	yes	I work from home. Slow and unreliable speeds make it hard to find work at home jobs. Once you are able to find a company that accepts said speeds, then you have to do your best to keep connected, employers frown on net down time. I have to have 2 DSL lines in my home, where I pay \$40 for each line to only get UP TO 6MB, I'm paying more money for less service.	
	no	an hour	yes	A lot! I have to be on my computer/phone & connected to wifi 24/7 for my business! Frontier communications is the only option in the area and their service is absolutely horrible. My internet is out 15-20 a day EVERYDAY!! The entire area is like this! Us customers have to oh big money for crappy service! And just to note frontier is horrible about correcting anything. Something needs to be done to fix the problems here in the surrounding area.	I've lost so much business because of the connectivity. Especially in the last couple months. I'm a presenter and because I don't have good connection most days I'm losing my business to other presenters. I went from being in the top 10 of my team out of 1200 people to not even being on the leader board, so it's hurting me. & with that being said. It's hurting my family because that is my income.
	no	If I wanted free wifi I would have to go to New Martinsville to one of the businesses which is unacceptable.	yes	yes	I can't even do school work at home. It takes forever to get webpages to load. The last speed test I did with Frontier was .09 which is usually the speed I get. They keep saying they will fix it but nothing ever gets better for more than a day or two. The response I get is unplug your modem and try again or we will send you a different modem.
	no	20 miles	no		
	yes	New Martinsville, 5 miles	yes	Our internet is constantly out and back many times every day. The cell phone has no service or spotty service at my home.	
	yes	16+ miles	yes	Sometimes I cannot get forms to load. Cannot access my bank account. Do not have internet.	
	no	no	no	I pay for Internet service and wifi and it is so slow or don't work half the time	
	no	No free wi-fi	yes	Yes I get disconnected when talking to someone and at times the phone line is so staticky you cant really tell what the other person is saying!	
	yes	10 minutes	no		
	yes	30 miles	yes	We pay a high bill for poor internet service. At time it doesn't work at all and kids cant complete school work and has caused bills that need to be paid online to be late. We have no cell phone service.	
	no	not that I'm aware of	yes	Downloading of movies or missed episodes either doesn't work in the case of movies or takes all night for missed episodes of tv shows. It would be nice to use Netflix or Hulu. Our internet is one step above dial up.	
	no	18 miles	yes	Constantly going out constant speed problems. The excuse we always get is theres just too many people using the internet for us to get high speed. But that's not what we are paying for we tell them. Oh we're working on it, been hearing that for ears and its not gotten any better.	
	no	n/a	yes		
	no	I don't know	yes		
	no	20 miles	yes	We use the internet to watch tv also since theres no cable in our area also. So most days theres nothing to do since our internet is so bad.	
	no	n/a	no	We have to use satellite internet which is limited and unreliable. Often will be unavailable, which will make it difficult for the kids to do research/homework.	
	no	unsure	yes	Our landline comes as goes. Same as the internet service. It's spotty at best. We can't get cable TV. We have DirecTV (which I can't receive local channels) so I had to get DishTV for the locals. Our internet is with Frontier and it's just Our landline is so staticky you cannot use it, cell signal is in and out everyday, and no internet is available unless we do expensive satellite internet. If there were an emergency often times there would be no way to contact anyone.	
	no	My mom has wifi so I have to travel to Friendly if I need it and hers doesn't even work very well.	no	My internet drops all the time, I'm tired of frontier it doesn't work and then they expect me to pay the bill it's not right. I can't even get of the internet most of the time. Usually I'm able to get on for an 1 or 2 a day other than that it doesn't work. They have said they will send a tech out and no one comes we waited all day a few time and still nothing.	
	yes	5 miles from New Martinsville	yes	Frontier Internet service is slow and unreliable	My husband works from home using the internet. The only service we have found reliable and providing enough bandwidth for him is using our AT&T cellphone hotspot. This is very expensive.
	no	None Available	yes	yes	no
	yes	into New Martinsville	no	Security System unreliable	
	no	22 miles	yes	yes	You cant do reports! Because internet so slow. We cant sign up for unemployment because it is too slow.
	no	15 miles or more	no	I am a college student and all of my classes are online. Because of poor internet service I am unable to finish or turn in my work sometimes. I need to succeed in this program so I can make a better life for my family.	

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		Proctor	WV	yes	Internet	Resident
		Proctor	WV	yes	cell phone, internet	Resident
		Alma	WV	yes	cell phone, internet	Resident
		Paden City	WV	yes	cell phone, internet	Resident
		Hundred	WV	yes	cell phone, internet	Resident
		Middlebourne	WV	yes	cell phone, internet	Resident / Business
		Sardis	OH	yes	Cell Phone, Internet, Television	Resident
		Sistersville	WV	yes	cell phone	Resident
		Reader	WV	yes	cell phone, internet	Resident

6a

	no	11 miles	yes	We have a security camera overlooking our fathers property, and the video stream is unreliable at best.	
	No	n/a	no	Security systems that depend on broadband constantly fail to connect, including automatic fire alert systems.	
	No	To access free wifi, I would have to travel over an hour to 3 different cities, New Martinsville, parkersburg or Clarksburg	yes	I work from home as a Supervisor and I do all of my work on my cell phone and laptop. I travel to all the oil and gas pads and need to be able to access the schedule and any paperwork from my cell phone. When at home, the internet comes and goes and never is consistent. Also with no cell service in our area, my employees can not get a hold of me if something goes wrong. This affects my ability to do my job in the capacity I need to do.	
	no	I don't know where it is available	yes	Have not ben able to receive phone calls when it was something important.	
	no	n/a	yes	The overall lack of internet connectivity paired with the complete lack of cellular service makes Hundred a constructively inaccessible location. Personally, the service I am provided for high speed, broadband internet is a deterrent from accessing mass-communication, communication with my adult children, news sources, and e-commerce. This is not an issue of inconvenience. The service provided to myself, and my surrounding neighbors is inadequate on every level. Unless the service improves, and unless Hundred can become more connected through improved wi-fi speeds and cellular service, the town will continue to crumble from a lack of civic engagement and business development. That, above any other argument, should be sufficient to improve the service provided to the eastern end of Wetzel County.	
	no	I would have to drive 30 minutes to access wifi at a McDonalds in New Martinsville when our internet goes out	yes	We have landline telephone but every time it rains, it goes out for days at a time.	I have to drive to New Martinsville to access internet. Many times this would make me late for meetings. I work via the internet and have had to purchase satellite internet to do my job. However, many virtual work organizations do not consider satellite internet as "reliable" enough for virtual work, therefore, many others cannot get a job using satellite. We need dsl at a speed at least 6 mbps to be able to do basic tasks online.
	yes	It's a 20 minute drive from my house so about 10 miles	yes	It impacts daily living. It makes it hard to pay your bills when they require online payment but you cant connect to the internet. Also I have a child who once he starts school will require internet to complete class room assignments.	
	no	I don't think we have free wifi. If so, i never knew about it.	yes	I have to drive into town or to the top of a hill just to make / receive cell phone calls and texts. Its very annoying.	
	No	n/a	yes	High school and college age children who cant get homework submitted on time. Trouble getting bills paid successfully on line.	

6b